

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
39219	6/3/2016	connectivity	6/3/2016	support for issue was provided
39579	6/6/2016	Long Wait time	6/7/2016	council was provided
39971	6/8/2016	Call out issue	6/14/2016	support was provided
39973	6/8/2016	Call out issue	6/8/2016	Support about issue was provided
42009	6/27/2016	Login Issue	7/13/2016	support was provided
43776	7/20/2016	Complaint about VI	7/25/2016	counsel about issue was provided
44945	7/26/2016	Complaint about VI	8/5/2016	counsel about issue was provided
44219	7/26/2016	Complaint about VI	7/27/2016	counsel about issue was provided
44376	7/28/2016	Complaint about VI	7/28/2016	counsel about issue was provided
45276	8/10/2016	Call out Issue	8/10/2016	support was provided
45277	8/10/2016	Call out Issue	8/10/2016	support was provided
45281	8/10/2016	Call Out Issue	8/10/2016	Support about issue was provided
45282	8/10/2016	Call out issue	8/10/2016	support was provided
45283	8/10/2016	Call out Issue	8/10/2016	support was provided
45290	8/10/2016	Call out issue	8/10/2016	support was provided
45291	8/10/2016	Call Out Issue	8/10/2016	Support about issue was provided
45292	8/10/2016	Call out issue	8/10/2016	support was provided
45294	8/10/2016	Call out issue	8/10/2016	support was provided
45296	8/10/2016	Call out issue	8/10/2016	support was provided
45298	8/10/2016	Call out issue	8/10/2016	support was provided
45312	8/10/2016	Call out Issue	8/10/2016	support was provided
46965	9/2/2016	Complaint about VI	9/6/2016	counsel about issue was provided

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
46991	9/2/2016	Complaint about VI	9/6/2016	counsel about issue was provided
47228	9/7/2016	Complaint about VI	9/8/2016	counsel about issue was provided
47542	9/11/2016	Complaint about VI	9/13/2016	counsel about issue was provided
47663	9/13/2016	Complaint about VI	9/15/2016	counsel about issue was provided
47792	9/14/2016	Login Issue	9/14/2016	support was provided
47847	9/14/2016	Login Issue	9/29/2016	Support about issue was provided
47942	9/15/2016	Login Issue	9/15/2016	Support about issue was provided
47955	9/15/2016	Login Issue	10/19/2016	support was provided
48030	9/16/2016	Complaint about VI	9/20/2016	counsel about issue was provided
52541	9/17/2016	Login Issue	11/3/2016	support for issue was provided
48405	9/19/2016	Login Issue	12/2/2016	support was provided
48455	9/19/2016	Login Issue	10/19/2016	support was provided
48540	9/20/2016	Complaint about VI	9/21/2016	counsel about issue was provided
48564	9/20/2016	Complaint about VI	9/21/2016	counsel about issue was provided
48685	9/21/2016	Complaint about VI	9/22/2016	counsel about issue was provided
48795	9/22/2016	Login Issue	10/19/2016	support was provided
48864	9/23/2016	Login Issue	11/7/2016	support was provided
49067	9/26/2016	Complaint about VI	9/27/2016	counsel about issue was provided
49082	9/26/2016	Complaint about CS	9/27/2016	counsel about issue was provided
49269	9/28/2016	Login Issue	10/19/2016	support was provided
49450	9/30/2016	Complaint about VI	9/30/2016	counsel about issue was provided
49670	10/4/2016	Complaint about VI	10/6/2016	counsel about issue was provided

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
49700	10/4/2016	Call out issue	10/5/2016	support for the issue was provided
49777	10/5/2016	Complaint about VI	10/12/2016	counsel about issue was provided
49781	10/5/2016	Login Issue	10/19/2016	support was provided
49810	10/5/2016	Complaint about VI	10/5/2016	counsel about issue was provided
49950	10/6/2016	Complaint about VI	10/10/2016	counsel about issue was provided
49981	10/7/2016	Login issue	10/12/2016	support for the issue was provided
50012	10/7/2016	Complaint about VI	10/7/2016	counsel about issue was provided
50045	10/8/2016	Complaint about VI	10/8/2016	counsel about issue was provided
50091	10/9/2016	Complaint about VI	10/12/2016	counsel about issue was provided
50296	10/11/2016	Complaint about VI	10/20/2016	counsel about issue was provided
50643	10/15/2016	Login Issue	10/15/2016	support about issue was provided
50752	10/17/2016	Long Wait time	10/21/2016	support for the issue was provided
50795	10/17/2016	Long Wait Time	10/19/2016	counsel about issue was provided
50920	10/19/2016	Complaint about VI	10/19/2016	counsel about issue was provided
50921	10/19/2016	Complaint about VI	10/19/2016	counsel about issue was provided
50969	10/19/2016	Login Issue	10/22/2016	support about issue was provided
50970	10/19/2016	Login issue	10/21/2016	Support about issue was provided
50989	10/19/2016	Login issue	10/20/2016	Support about issue was provided
51096	10/20/2016	Complaint about VI	10/21/2016	counsel about issue was provided
51152	10/20/2016	Complaint about VI Announce	10/25/2016	counsel about issue was provided
51248	10/21/2016	Login issue	10/24/2016	Support about issue was provided
51338	10/23/2016	Login Issue	10/24/2016	Support about issue was provided

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
51433	10/24/2016	Login Issue	10/25/2016	support was provided
51537	10/25/2016	Complaint about VI	10/26/2016	counsel about issue was provided
51561	10/25/2016	Complaint about VI	10/25/2016	counsel about issue was provided
51601	10/26/2016	Complaint about VI	10/27/2016	counsel about issue was provided
51656	10/26/2016	Login Issue	10/26/2016	support was provided
51753	10/27/2016	Complaint about VI	10/27/2016	counsel about issue was provided
51812	10/27/2016	Login Issue	10/28/2016	support about issue was provided
51837	10/28/2016	Call out issue	10/28/2016	Support about issue was provided
51873	10/28/2016	Complaint about VI	10/31/2016	counsel about issue was provided
51884	10/28/2016	Complaint about VI	10/31/2016	counsel about issue was provided
51894	10/28/2016	Complaint about VI	10/28/2016	counsel about issue was provided
51955	10/29/2016	Login Issue	10/31/2016	Support about issue was provided
52019	10/29/2016	Complaint about VI	10/31/2016	counsel about issue was provided
52274	11/1/2016	Complaint about VI	11/2/2016	counsel about issue was provided
52558	11/3/2016	Complaint about CS	11/18/2016	counsel about issue was provided
52731	11/4/2016	Complaint about VI	11/4/2016	counsel about issue was provided
52776	11/4/2016	Login Issue	11/9/2016	support was provided
54044	11/7/2016	Complaint about VI	11/15/2016	counsel about issue was provided
54044	11/7/2016	Complaint about VI	11/15/2016	counsel about issue was provided
53648	11/10/2016	Login Issue	12/30/2016	support was provided
53700	11/10/2016	Complaint about VI	11/11/2016	counsel about issue was provided
53755	11/11/2016	Login Issue	11/11/2016	support was provided

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
53770	11/11/2016	Login Issue	11/11/2016	support for the issue was provided
53947	11/14/2016	Login Issue	11/14/2016	support for the issue was provided
53933	11/14/2016	Connectivity	11/14/2016	counsel about issue was provided
53962	11/14/2016	Complaint about VI	11/15/2016	counsel about issue was provided
54074	11/15/2016	Complaint about VI	11/16/2016	counsel about issue was provided
54264	11/17/2016	Video Quality	11/22/2016	support was provided
54503	11/21/2016	Complaint about VI	11/21/2016	counsel about issue was provided
54657	11/22/2016	Complaint about VI	11/22/2016	counsel about issue was provided
54713	11/23/2016	Complaint about VI	12/12/2016	counsel about issue was provided
54983	11/28/2016	Login Issue	11/28/2016	support was provided
55002	11/28/2016	Login Issue	11/29/2016	Support about issue was provided
55020	11/28/2016	Login Issue	11/30/2016	support about issue was provided
55055	11/29/2016	Complaint about VI	11/29/2016	counsel about issue was provided
55200	11/30/2016	Complaint about VI	12/1/2016	counsel about issue was provided
55286	11/30/2016	Long Wait Time	12/1/2016	counsel about issue was provided
55288	11/30/2016	Login Issue	11/30/2016	Support about issue was provided
55304	11/30/2016	Login Issue	11/30/2016	Support about issue was provided
55558	12/3/2016	Login Issue	12/5/2016	Support about issue was provided
55613	12/4/2016	Complaint about VI	12/6/2016	counsel about issue was provided
55614	12/5/2016	Complaint about VI	12/6/2016	counsel about issue was provided
55687	12/5/2016	Login Issue	4/17/2017	support was provided
55858	12/7/2016	Connectivity	12/12/2016	counsel about issue was provided

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
55933	12/7/2016	Complaint about VI	12/8/2016	counsel about issue was provided
55946	12/7/2016	Complaint about VI	12/9/2016	counsel about issue was provided
55954	12/7/2016	Call Out Issue	12/14/2016	Support about issue was provided
55969	12/8/2016	Complaint about VI	12/8/2016	counsel about issue was provided
56135	12/9/2016	Complaint about VI	12/12/2016	counsel about issue was provided
56264	12/12/2016	Connectivity	12/14/2016	counsel about issue was provided
56317	12/12/2016	Login Issue	12/15/2016	Support about issue was provided
56281	12/12/2016	Long Wait Time	12/14/2016	counsel about issue was provided
56312	12/13/2016	Login Issue	12/13/2016	Support about issue was provided
56448	12/14/2016	Videomail Quality	12/14/2016	counsel about issue was provided
56692	12/16/2016	Login Issue	12/19/2016	Support about issue was provided
56789	12/17/2016	Login Issue	12/19/2016	Support about issue was provided
56866	12/18/2016	Complaint about VI	12/19/2016	counsel about issue was provided
56884	12/19/2016	Complaint about VI	12/19/2016	counsel about issue was provided
57119	12/20/2016	Complaint about VI	12/22/2016	counsel about issue was provided
57194	12/21/2016	Complaint about VI	12/21/2016	counsel about issue was provided
57223	12/21/2016	Complaint about VI	12/27/2016	counsel about issue was provided
59348	12/23/2016	Complaint about choice of sign	1/11/2017	counsel about issue was provided
57682	12/29/2016	Complaint about VI	12/30/2016	counsel about issue was provided
57690	12/29/2016	Login Issue	1/4/2017	support was provided
58042	12/29/2016	Complaint about VI	12/30/2016	counsel about issue was provided
58752	1/3/2017	Network	1/3/2017	support about issue was provided

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
58804	1/4/2017	Login Issue	1/6/2017	support was provided
58812	1/4/2017	Complaint about VI	1/5/2017	counsel about issue was provided
58901	1/5/2017	Login Issue	2/2/2017	support was provided
59040	1/6/2017	Call Out Issue	1/13/2017	Support about issue was provided
59103	1/7/2017	Login Issue	1/13/2017	support was provided
59557	1/11/2017	Compaint about choice of sign	2/24/2017	counsel about issue was provided
59619	1/12/2017	Complaint about VI	1/16/2017	counsel about issue was provided
59671	1/12/2017	Login Issue	1/30/2017	support was provided
59713	1/13/2017	Login Issue	1/18/2017	support was provided
59776	1/13/2017	Complaint about VI	1/17/2017	counsel about issue was provided
59873	1/14/2017	Complaint about VI	1/16/2017	counsel about issue was provided
59905	1/15/2017	Complaint about VI	1/20/2017	counsel about issue was provided
60011	1/16/2017	Complaint about VI	1/23/2017	counsel about issue was provided
60020	1/16/2017	Complaint about VI	1/20/2017	counsel about issue was provided
60067	1/17/2017	Complaint about VI	1/17/2017	counsel about issue was provided
60093	1/17/2017	Connectivity	2/2/2017	counsel about issue was provided
60149	1/18/2017	Connectivity	1/23/2017	counsel about issue was provided
60151	1/18/2017	Connectivity	1/18/2017	counsel about issue was provided
60175	1/18/2017	Login Issue	2/10/2017	
60200	1/18/2017	Connectivity	1/31/2017	support about issue was provided
60209	1/18/2017	Login Issue	1/18/2017	support for issue was provided
60212	1/18/2017	Unauthorized Port out	1/25/2017	Customer registered for a new number

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
60262	1/18/2017	complaint about VI	1/27/2017	counsel about issue was provided
60287	1/19/2017	Disconnection issue	1/24/2017	support for issue was provided
60446	1/21/2017	complaint about VI	1/21/2017	counsel about issue was provided
60567	1/23/2017	complaint about VI	1/23/2017	counsel about issue was provided
60589	1/23/2017	Login Issue	2/2/2017	support was provided
60612	1/24/2017	complaint about VI	1/24/2017	counsel about issue was provided
60993	1/26/2017	complaint about VI	2/3/2017	counsel about issue was provided
61098	1/27/2017	complaint about VI	1/27/2017	counsel about issue was provided
61102	1/27/2017	complaint about VI	1/27/2017	counsel about issue was provided
61164	1/28/2017	complaint about VI	2/3/2017	counsel about issue was provided
61164	1/28/2017	complaint about VI	2/3/2017	counsel about issue was provided
61368	1/31/2017	Login Issue	2/13/2017	support was provided
61408	1/31/2017	complaint about VI	2/2/2017	counsel about issue was provided
61637	2/1/2017	complaint about VI	2/2/2017	counsel about issue was provided
61638	2/1/2017	Login Issue	2/2/2017	support was provided
61774	2/2/2017	complaint about VI	2/3/2017	counsel about issue was provided
61909	2/3/2017	complaint about VI	2/6/2017	counsel about issue was provided
62060	2/6/2017	Unauthorized Account Removal	2/6/2017	counsel about issue was provided
62225	2/7/2017	Video Quality Issue	2/7/2017	support was provided
62738	2/12/2017	complaint about VI	2/12/2017	counsel about issue was provided
62991	2/14/2017	complaint about VI	2/16/2017	counsel about issue was provided
63018	2/14/2017	complaint about VI	3/2/2017	counsel about issue was provided



	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
63130	2/15/2017	complaint about VI	2/19/2017	counsel about issue was provided
63201	2/16/2017	complaint about VI	2/23/2017	counsel about issue was provided
63210	2/16/2017	Call out issue	2/22/2017	support was provided
63270	2/16/2017	complaint about VI	2/22/2017	counsel about issue was provided
63938	2/21/2017	complaint about VI	2/21/2017	counsel about issue was provided
64003	2/21/2017	complaint about VI	2/21/2017	counsel about issue was provided
64094	2/22/2017	complaint about VI	2/22/2017	counsel about issue was provided
64159	2/22/2017	Call Quality	3/13/2017	support was provided
64243	2/23/2017	complaint about VI	2/23/2017	counsel about issue was provided
64310	2/24/2017	complaint about VI	2/28/2017	counsel about issue was provided
64566	2/27/2017	complaint about VI	2/27/2017	counsel about issue was provided
64979	3/1/2017	complaint about VI	3/1/2017	counsel about issue was provided
65290	3/3/2017	complaint about VI	3/3/2017	counsel about issue was provided
65490	3/6/2017	Call out Issue	3/6/2017	support was provided
65552	3/6/2017	complaint about VI	3/7/2017	counsel about issue was provided
65816	3/7/2017	complaint about VI	3/7/2017	counsel about issue was provided
65824	3/7/2017	Video Quality Issue	3/21/2017	support was provided
65975	3/8/2017	complaint about VI	3/8/2017	counsel about issue was provided
66029	3/9/2017	complaint about VI	3/9/2017	counsel about issue was provided
66198	3/10/2017	complaint about VI	3/13/2017	counsel about issue was provided
66218	3/10/2017	complaint about VI	3/10/2017	counsel about issue was provided
66298	3/11/2017	complaint about VI	3/11/2017	counsel about issue was provided

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
66568	3/14/2017	Interoperability	3/15/2017	counsel about issue was provided
66764	3/15/2017	complaint about VI	3/18/2017	counsel about issue was provided
66845	3/16/2017	complaint about VI	3/18/2017	counsel about issue was provided
66965	3/17/2017	Login Issue	3/20/2017	support was provided
67250	3/21/2017	complaint about VI	3/21/2017	counsel about issue was provided
67293	3/21/2017	complaint about VI	3/21/2017	counsel about issue was provided
67349	3/21/2017	complaint about VI	3/21/2017	counsel about issue was provided
67416	3/22/2017	Video Quality Issue	3/24/2017	support was provided
67742	3/24/2017	Long Wait Time	3/24/2017	counsel about issue was provided
67944	3/27/2017	Voice Carry Over issue	4/5/2017	support was provided
68203	3/29/2017	Voice Carry Over issue	4/5/2017	support was provided
68249	3/29/2017	complaint about VI	3/29/2017	counsel about issue was provided
68418	3/30/2017	complaint about VI	3/30/2017	counsel about issue was provided
68450	3/31/2017	complaint about VI	3/31/2017	counsel about issue was provided
68484	3/31/2017	complaint about VI	3/31/2017	counsel about issue was provided
68552	3/31/2017	Disconnection	3/31/2017	council was provided
68760	4/3/2017	complaint about VI	4/3/2017	counsel about issue was provided
68957	4/4/2017	complaint about VI	4/4/2017	counsel about issue was provided
68982	4/4/2017	complaint about VI	4/4/2017	counsel about issue was provided
69012	4/4/2017	complaint about VI	4/7/2017	counsel about issue was provided
69045	4/4/2017	complaint about VI	4/4/2017	counsel about issue was provided
69305	4/6/2017	complaint about VI	4/10/2017	counsel about issue was provided

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
69471	4/7/2017	complaint about VI	4/7/2017	counsel about issue was provided
69822	4/11/2017	complaint about VI	4/11/2017	counsel about issue was provided
69945	4/12/2017	Login Issue	4/17/2017	support was provided
70032	4/13/2017	Call out Issue	4/21/2017	support was provided
70219	4/14/2017	Voice Carry Over issue	4/21/2017	support was provided
70441	4/17/2017	Network Issue	4/19/2017	support was provided
70512	4/18/2017	Video Quality Issue	4/21/2017	support was provided
70873	4/18/2017	complaint about VI	4/21/2017	counsel about issue was provided
71311	4/24/2017	complaint about VI	4/24/2017	counsel about issue was provided
71356	4/24/2017	complaint about VI	4/24/2017	counsel about issue was provided
71361	4/24/2017	complaint about VI	4/24/2017	counsel about issue was provided
71440	4/24/2017	complaint about VI	4/24/2017	counsel about issue was provided
71701	4/25/2017	complaint about VI	4/25/2017	counsel about issue was provided
71868	4/26/2017	complaint about VI	5/2/2017	counsel about issue was provided
71866	4/26/2017	complaint about VI	4/26/2017	counsel about issue was provided
72032	4/27/2017	Login Issue	4/27/2017	support was provided
72090	4/27/2017	complaint about VI	4/28/2017	counsel about issue was provided
72326	4/29/2017	complaint about VI	5/1/2017	counsel about issue was provided
72367	4/29/2017	complaint about VI	5/1/2017	counsel about issue was provided
72515	5/1/2017	complaint about VI	5/1/2017	counsel about issue was provided
72558	5/1/2017	complaint about VI	5/1/2017	counsel about issue was provided
72931	5/2/2017	complaint about VI	5/2/2017	counsel about issue was provided

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
72944	5/2/2017	complaint about VI	5/2/2017	counsel about issue was provided
73349	5/4/2017	complaint about VI	5/4/2017	counsel about issue was provided
73533	5/5/2017	complaint about VI	5/5/2017	counsel about issue was provided
73771	5/8/2017	complaint about VI	5/8/2017	counsel about issue was provided
73874	5/9/2017	Battery Drainage issue	5/11/2017	support was provided
73920	5/9/2017	complaint about VI	5/9/2017	counsel about issue was provided
73924	5/9/2017	Voice Carry Over Issue	5/11/2017	support was provided
73981	5/9/2017	complaint about VI	5/9/2017	counsel about issue was provided
74279	5/11/2017	Complaint about VI	5/11/2017	counsel about issue was provided
74326	5/12/2017	Complaint about VI	5/12/2017	counsel about issue was provided
74719	5/15/2017	Call out Issue	5/15/2017	counsel about issue was provided
74720	5/15/2017	Call out Issue	5/15/2017	counsel about issue was provided
74725	5/15/2017	Call out Issue	5/15/2017	support was provided
74726	5/15/2017	Call out issue	5/15/2017	support was provided
74764	5/15/2017	Call out Issue	5/15/2017	counsel about issue was provided
74833	5/15/2017	Complaint about VI	5/16/2017	counsel about issue was provided
75163	5/17/2017	Complaint about VI	5/18/2017	counsel about issue was provided
75275	5/17/2017	Complaint about VI	5/17/2017	counsel about issue was provided
75482	5/18/2017	Battery Drainage Issue	5/18/2017	support was provided
75563	5/19/2017	Complaint about VI	5/19/2017	counsel about issue was provided
76537	5/24/2017	Complaint about VI	5/24/2017	counsel about issue was provided
76598	5/25/2017	Complaint about VI	5/25/2017	counsel about issue was provided

	Convo Complaint Log 6/1/2016-5/31/2017		Total contacts regarding VRS: 268	
Ticket Number	Date of Complaint	Type of Complaint	Date of Resolution	Resolved how?
76917	5/26/2017	Complaint about VI	5/26/2017	counsel about issue was provided
77320	5/29/2017	Battery Drainage issue	5/30/2017	support was provided
77307	5/30/2017	Complaint about VI	5/30/2017	counsel about issue was provided
77454	5/31/2017	Complaint about VI	5/31/2017	counsel about issue was provided